

ISD News & Views

A NEWSLETTER DEDICATED TO INFORMATION TECHNOLOGY IN THE STATE OF MONTANA

ITAC Plans for E-Government

Looking forward to registering your car without going to the county courthouse? Want to pay your taxes online? How about voting without ever leaving the comforts of home?

These services and more will be available over the Internet in the future as Montana plans its electronic government strategy. Electronic government, or E-government, allows citizens to interact directly with government at their convenience using the growing connectivity of the Internet. Taking advantage of the new electronic capabilities can be a great economic boon to a vast rural state like Montana.

Montana's Electronic Government Strategic Planning Conference

Industry and government experts joined Montana policy makers in February to make sure the state positions itself appropriately in the electronic age. The Information Technology Advisory Council (ITAC) sponsored a 2-day *Electronic Government Strategic Planning Conference*. According to Lois Menzies, the Director of the Department of Administration and chair of ITAC, the first day was a "look, listen and learn" opportunity. The second day, Menzies said was a "roll up your sleeves, plot the course work session."

About 75 attended the conference's first day, including some members of the Legislative Finance Committee.



Rolling up their sleeves on Day 2 of the conference are (left to right) Bill Salisbury, MDT, Angela Fultz-Nordstrom, SOS, Mary Bryson, DOR, and Senator Tom Beck

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Information Services Division

Carol Kelly, a government consultant from the META Group set the stage by demonstrating how governments are making the change to electronic government. Kelly shared case studies from Canada, Singapore and several states, emphasizing easy and direct access to services.

Michele Grisham, the Public Sector Manager for Cisco Systems' Internet Business Solutions Group, provided a private industry perspective. Cisco is the provider of routers, key hardware for making the Internet work. Grisham described lessons learned by Cisco as they grew their electronic ordering service to 85% of all orders received by the company.

Bob Barr of the Internal Revenue Services provided a broad, federal perspective since every wage earner in the country is a customer of the IRS. Market research on Internet users has been key to making electronic tax filing decisions.

Peter Blouke, Director of the Department of Commerce, provided Montana insight. Montana could, and should, take advantage of the new, Internet-based economy. Creating knowledge workers in our labor pool could be very attractive in improving the state's economy.

State of Washington

One of the most germane discussions of the day was led by Steve Kolodney and Dave Kirk of the State of Washington. Kolodney, Chief Information Officer for Washington State, emphasized the coordination and top-down direction of his state to jump-start a portal approach. The CIO reports directly to the governor and Washington agencies receive information technology project and budget approval through an Information Services Board. Kirk's angle is as director of the Digital Government Academy, a way for state agencies with similar applications such as permitting to collaborate in developing electronic services. Citizens benefit directly from the similarities.

Montana's Future

Tony Herbert, Division Administrator for the Information Services Division states, "This kind of educational opportunity for high level managers is essential for Montana to progress to the point that government services are accessible and easy to use for the citizens of this state."

Several work groups have been formed by ITAC to address issues raised during the conference. For example, the state needs to address things like how to collect electronic payments, security, funding for development of online services and more. ITAC, in conjunction with ISD, will develop an E-Government strategic plan for the state that incorporates the findings and research of those groups.

The presentations delivered at the conference are available on the ISD web site at <http://www.state.mt.us/isd/groups/itac/index.htm>. For more on the conference or ITAC, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook or email at wwheeler@state.mt.us or Audrey Hinman, also of the Policy, Development and Customer Relations Bureau at 444-1635, Outlook or email at ahinman@state.mt.us.

Calendar of Events

April

- 5 Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.
- 6 SABHRS Governance Committee, 3:00 - 5:00 pm, Rm 160, Mitchell Bldg.
- 19 Information Technology Advisory Council (ITAC), 8:30 - noon, Rm 111, Metcalf Bldg.

May

- 3 Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.
- 4 SABHRS Governance Committee, 3:00 - 5:00 pm, Rm 160, Mitchell Bldg.
- 31 Information Technology Advisory Council (ITAC), 8:30 - noon, Rm 111, Metcalf Bldg.

The Cookie Monster

Did you know that web sites track such things as when a user last visited, what pages a user accesses, what products a user orders, or a user's password to access a web site? One of the most popular techniques for tracking information such as this is the use of a cookie.

A cookie is a piece of text placed on a user's hard drive by the browser at the request of a web site.

Whenever a user visits a web site, the web server can send a cookie to the user's computer, which is then stored on the hard drive. As the user visits additional sites, more cookies may be added to the hard drive.

Each cookie contains information about a user's visit to a specific web site such as an ID number, time of the last visit, pages accessed, and any other information the user gives up willingly. Any time a user registers for anything online, this information is normally stored in a cookie. Individual web sites look at the information stored in cookies and sometimes format their web pages including advertisements according to your cookie history.

Netscape stores its cookies in a file called cookies.txt. Microsoft's Internet Explorer uses a directory called cookies with multiple files contained in it. One file for each web site's cookie(s).

A cookie does not allow a web server to read a user's hard drive, get an email address not given willingly, destroy files on a computer, or create executable

programs. Some see the security risk for cookies as minimal; others say that users who have the same password for their web site access as they do for their login on a network are at risk. Since the cookie file is pure text, a password could be received and accessed gained to the network using a valid loginID and password by an outsider. Always use a different Alpha/Numeric password when using a web site.

There are many convenient and legitimate uses for cookies, but it is hard to tell which ones are good (chocolate chip) and which ones are not (raisin). Some sites, such as Microsoft, do not allow users to access specific areas of their system without allowing a cookie to be put on the user's computer. It is suggested that a user should at least be warned if a cookie is being set. So, if a user wants to disable or be warned about cookies, they can do one of the following in their browser:

- For MS-IE 4.x: choose **Edit|Preferences|Cookies|Never accept**; alternatively: **View|Internet Options|Advanced|Security|Cookies|Disable all cookie use**.
- For Microsoft IE 5.x: choose **Tools|Internet Options|Security** - Select Medium for telling you when a cookie is set, High for no cookies.
- For Netscape Communicator 4.x, go to **Edit|Preferences|Advanced**, click on Never accept cookies (or Warn me before accepting a cookie).

For more information regarding cookies (Internet not chocolate chip), contact Lynne Pizzini, Network Security Officer at 444-4510, Outlook or email at lpizzini@state.mt.us.



SABHRS and Excellent Staff Combine for Effective Customer Support

Beth Dickson, the Department of Public Health and Human Services (DPHHS) Collections Supervisor, approached July 1, 1999 with some trepidation. In addition to her overall collection duties, Beth is ultimately responsible for receiving monthly payments from about 3000 Montanans who qualify for the state's Medically Needy Program. By paying a monthly amount to DPHHS, (based on income and medical expenses) these individuals are eligible for Medicaid coverage. On July 1 Beth switched her collection activities from their old database system



to the SABHRS accounts receivable (AR) module.

Beth and Harry Emmons, SABHRS point expert for the accounts receivable module, spent a lot of time reviewing the Medically Needy payments process. "Training on the AR module was one thing," according to Beth, "but we really needed to determine how SABHRS could enhance our business process." Harry, Beth and her dedicated staff set up customers; established the receivables that allowed Medicaid cards to be mailed to eligible

recipients; and entered speed charts telling the AR module how to distribute payments.

"I'm an advocate of the system," noted Beth. "The express deposit feature allows us to match payments with the receivables set up earlier in the system." This feature provides an up-to-date, on-line history of payments. "When a customer calls with a question, we have their record at our fingertips," according to Beth. It makes communication with customers more accurate and less time consuming. "When a customer called under the old system, we had to sort through lots of paper records before we could answer their questions."

Implementing the system has had its challenges. Learning the new system was the biggest challenge.

"I've learned that I need to spend adequate time teaching the nuances of the system to newly hired employees" stated Beth.

Understanding how the system could support and enhance the business process was just as important. "Harry (Emmons) spent a lot of time in my office during July and August" said Beth.

Since the challenging July and August period, Beth and her staff have begun using the application for other purposes. NSF check tracking has been moved to the AR module as well as Medicaid recovery activities.

"Eventually, I'd like to convert some other department applications to PeopleSoft so that we can all learn and use a single system" noted Beth.

Beth summarized her experience by noting that "The system is only as good as the people working in it...and I have an excellent staff!"

For additional information, please contact Beth Dickson of DPHHS at 444-7344, Outlook or email at bdickson@state.mt.us.

NetWare 5 Conversion Project

The state's NetWare environment successfully weathered Y2K.

In order to complete the conversion, ISD has worked diligently with Novell to solve the communications problems between NetWare 4 and NetWare 5. The problem occurs when you mix traffic using the older, IPX protocol with the newer Internet Protocol (IP). Novell's solution is to revert to encapsulating the IPX protocol traffic with a product called NWIP in order to send it across the IP Wide Area Network (WAN). At this time, all the appropriate gateway devices and local servers running NetWare 5 have had NWIP installed. We have noticed great increases in network performance, and aren't seeing the communications errors we had been getting.

The NetWare 5 team will assess the network's stability and develop a schedule and new procedures for converting the remaining NetWare 4 servers.

For more information on the project, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook or email at wwheeler@state.mt.us.

Y2K - A look back

Now that we have successfully transitioned into the 21st century, it's hard to recall the degree of fear, uncertainty and doubt that pervaded our lives just a few months ago. Frankly, no modern civilization has ever experienced a problem like Y2K and we didn't know if we were going to be successful or not. As it turns out, the entire IT community worldwide was fabulously successful in avoiding serious Y2K related service disruptions. We not only endured the rollover into a new century, but also experienced the first leap year day at the start of a century in 400 years without serious incident. There were no electricity outages or any transportation problems (air, rail, truck or shipping).

Communications systems, both local and long distance, voice and data worked without interruption. People did not hoard goods, especially currency, and the banking world breathed a sigh of relief as the extra cash they had on hand turned out not to be needed. Medical services continued to work, life support equipment continued without disruption and yes, medical bills were sent out as always.

Government services also experienced very little disruption. Funding transfers between the Federal government and the State of Montana operated as designed. So how did the State of Montana do as we crossed the century threshold? We scored an A+, but missed scoring 100%. We had a slight fumble involving an in-house program that inappropriately archived some mainframe TSO libraries and it took us the better part of January 1st to restore the libraries. We had some internal mainframe date convert routines that had some erratic behavior. This was spotted quickly and resolved. Some line agencies had similar technical problems that were detected and quickly resolved. Very few customers were impacted by or even aware that a problem existed.

Due to concern over new viruses being released on or around the turn of the century, it was decided that we would reject incoming Internet email for about 12 hours around the rollover event to avoid contamination by these viruses. While we were



without incoming Internet email during New Year's Eve, we successfully avoided being impacted by the 14 new viruses detected during this time period.

Y2K was a huge challenge that Montana State agencies and the world at large faced and prevailed. Yes, we spent thousands and thousands of hours fixing our systems, and preparing contingency plans in case we missed something. Was it worth it? Given the very severe consequences of failure, we would have to answer most definitely YES!

For more information on the project, contact Scott Lockwood of the Policy, Development and Customer Relations Bureau at 444-2655, Outlook or email at slockwood@state.mt.us.

Montana Receives Award from Mobius

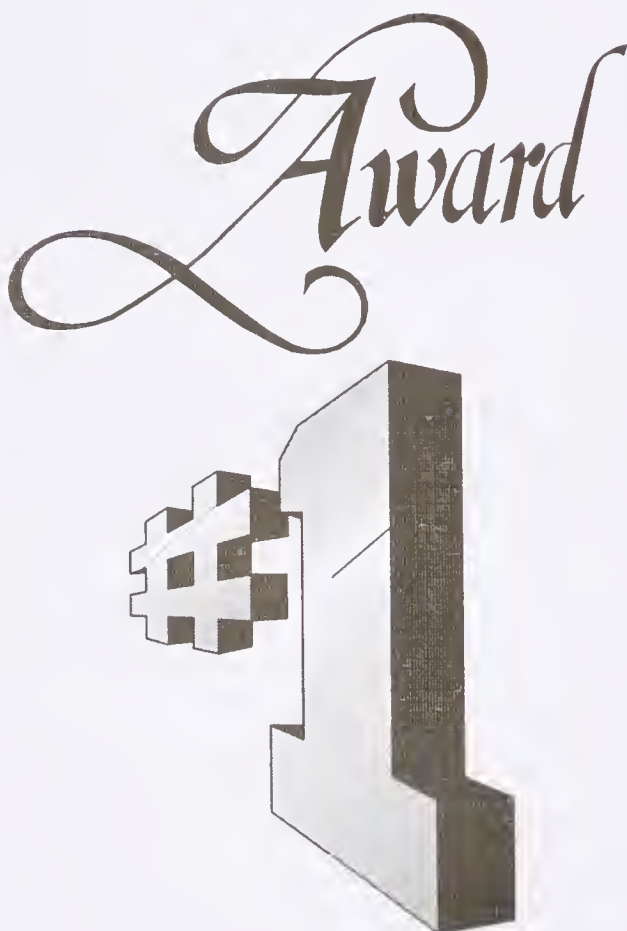
Mobius Management Systems, Inc. markets various software products. The State of Montana uses three:

- ViewDirect for MVS (previously called RDS)
- DocumentDirect
- DocuAnalyzer, all related to automated report distribution.

As is frequently the case with software companies, Mobius hosts an annual conference for users of its products. Since we began using Mobius products, ISD has been represented at this conference. This year's Mobius Users Group (MUG) conference was attended by Jan Lewis and Sylvia Slocum of ISD's Computing Operations Bureau.

Much to their surprise, they were presented with an award to the State of Montana for the innovative use of Mobius software for the manner in which we process SABHRS reports. We received this award for "Most Innovative Information Analysis Application". These reports originate from the SABHRS system, which runs on a UNIX processor, and are transferred to the OS/390 (mainframe) print queue using a utility that was written in-house. At that point, they are captured by ViewDirect and are made available for on-line viewing and/or printing using ViewDirect or DocumentDirect. Using DocumentDirect, the reports may also be exported to the work station where DocuAnalyzer can be used to extract and analyze the report data. If interested, the State of Montana is currently featured on Mobius' web site at <http://www.mobius.com/>

If you would like more information about automated report distribution please contact Jan Lewis at 444-2901, Outlook, or email at jalewis@state.mt.us or Sylvia Slocum at 444-2558, Outlook, or email at sslocum@state.mt.us or Dave Smith at 444-2857, Outlook, or email at dasmith@state.mt.us.



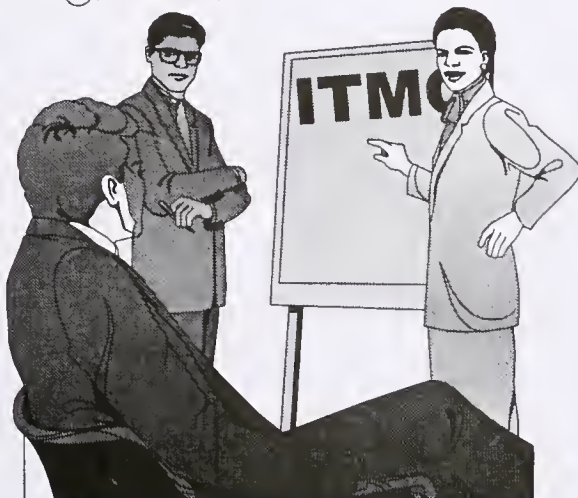
March ITMC Meeting

The Information Technology Managers Council meets monthly to review technology issues affecting the State of Montana enterprise. The group met on March 1, 2000.

The council learned of the need for adoption of a federal metadata standard for GIS applications. Use of metadata will increase the value and usefulness of the data collected in GIS databases. The council was asked to take action on the standard at its April meeting.

- A Y2K Post Mortem was presented (see *Y2K – A Look Back* in this issue). The state came through with flying colors.
- The Telecommunications Operations Bureau presented a proposal for scheduling consistent downtimes on the first and third Sundays of the month, from 7 am to 11 am. The council will take action on the proposal in April.
- The NetWare conversion project is gearing up again. Novell has introduced a new protocol for NetWare 5 that is alleviating the problems the state has been seeing in communications between NetWare 4 sites and NetWare 5 sites.
- An ITAC subcommittee is working on revamping the state's web presence to make it more citizen friendly.

Complete meeting minutes are available on the ISD web site at <http://www.state.mt.us/isd/groups/itmc/index.htm>. For more information on the activities of ITMC, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook or email at wwheeler@state.mt.us.



Oracle

Creating Templates in Reports 3.0 or 6.0

Follow these steps to create a template in Reports V3.X or V6.X:

1. Log into the Report Builder tool.
2. Close all windows except the Object Navigator.
3. Navigate File/New/Template.
4. Click on the margin icon (on the top toolbar).
5. Create any desired text or insert any desired image in the template margin.
6. Navigate File/Save As: <enter the desired filename>/OK.
7. Close the layout window.
8. From the Object Navigator, open the desired report or select "create new report".
9. Select Report Wizard.
10. Create a report (or open desired report).
11. In the Template folder tab, select "template file" /browse/<select the desired template>/open/finish.

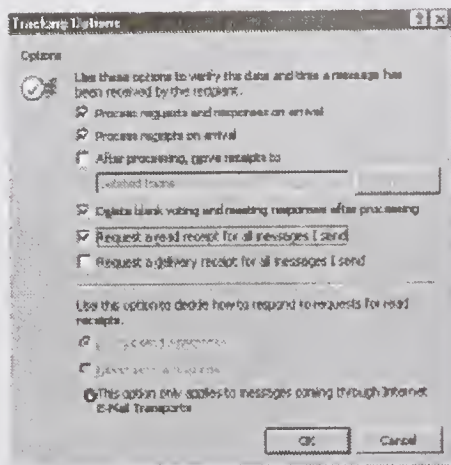
NOTE: Any formatting changes (background color, fonts, etc.) need to be made in the report layout rather than the template layout. Reports will not allow changes in the body - a 'REP-3112: Objects cannot be created in the template layout body layer error will be issued. Objects can only be created in the margin, header page or trailer page.

For more information on Oracle Reports, Forms, or any of the Oracle Tools, contact Steven St. John at 444-2910, Outlook or email at ssjohn@state.mt.us or Barry Fox at 444-5895, Outlook or email at bfox@state.mt.us. Oracle database information can be obtained by contacting Tony Noble at 444-2922, Outlook or email at tnoble@state.mt.us or Tom Rediske at 444-1593, Outlook or email at trediske@state.mt.us.

Outlook 98

Confirmation of Delivery

Outlook provides a "C.O.D." (Confirmation of Delivery) function that returns a message to the sender verifying the date and time the message was opened by the recipient. To enable this feature, go to **Tools | Options | email Options | Tracking**. Click next to "Request a read receipt for all messages I send." If you have this selected, you will get a "Read" message in your Inbox each time another user reads your mail.



***It is recommended that you **Never** check the "Request a delivery receipt for all messages I send" as this unnecessarily doubles (and triples – if you have COD turned on) the network traffic.

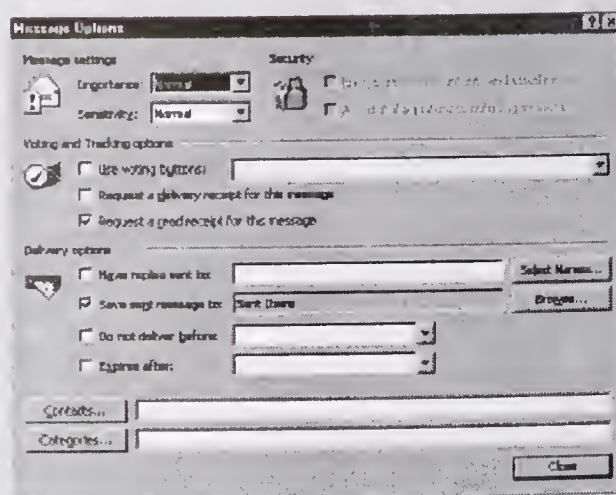
Turning on this function globally for **all** messages you send is not necessary. You can decide on a per message basis, which actually need a COD associated with them. After you type your message, click on the Options icon. A Message Options window appears (as shown below).

Under the "Voting and Tracking Options" check the "Request a read receipt for this message".

Even though you can request a read receipt, it is not very accurate. For instance, if a recipient right clicks an item in their Inbox and marks it as read (even though they did not read it), you will get a read receipt saying they did in fact read the message. Or, if the recipient reads a message in "preview pane" mode and deletes it while it has not been marked as read, you will get a "Not Read" receipt asserting that they **didn't** read it.

If the message you sent is short enough to be contained in the three-lined auto-preview mode, and the recipient reads it and then deletes it, it will not be marked as read. Also, if you send your message to Internet users, the read receipt most likely will be ignored by the recipient's mail system. The reality is if it is vital that you know that a recipient read your message, you need to follow up with them to make certain.

If you have any questions on this article please contact Sue Skuletich of End User Systems Support at 444-1392, Outlook or email at sskuletich@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

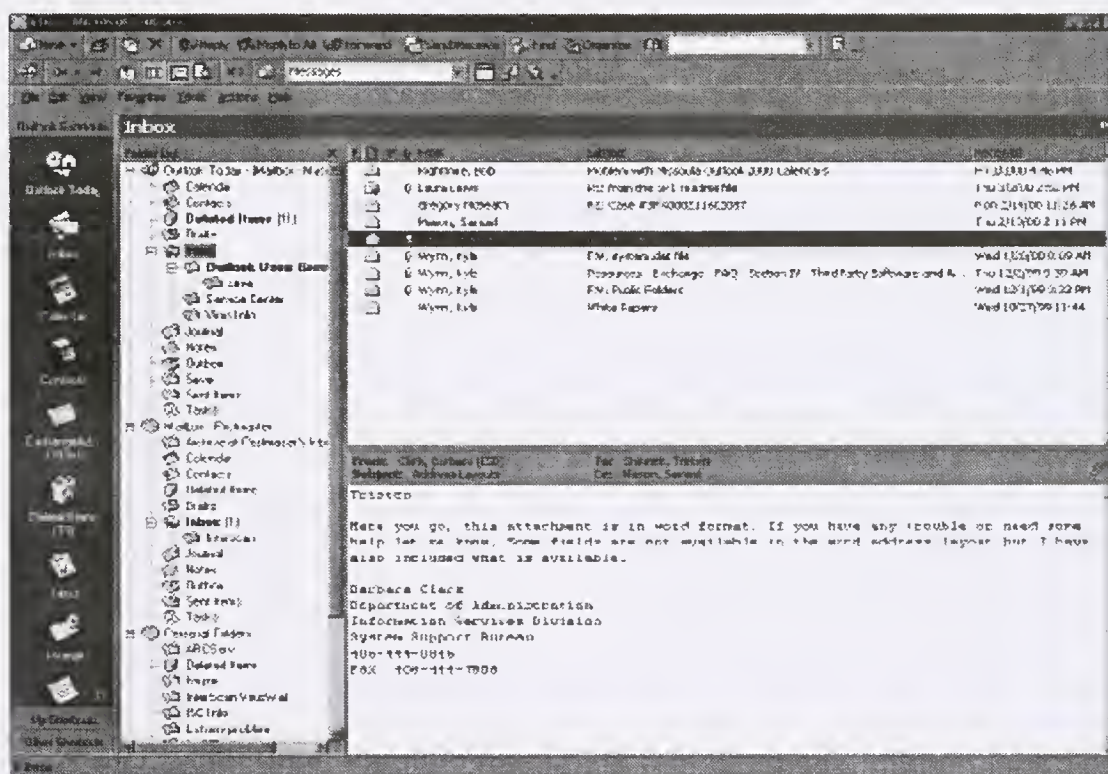


Outlook

The Preview Pane

The Preview Pane is a useful tool for quickly scanning through the contents of your Inbox.

You can turn on the Preview Pane by going to the View menu and selecting the Preview Pane option.



While this gives you the ability to view messages without opening them this may cause some problem with those people that have Tracking options activated. They may receive notification back that their message was deleted without being read. In order to keep this from happening go to **Tools|Options|Other** and select the Preview Pane options.

Select **Mark messages as read in the Preview window** and select a number of seconds for it to wait before it does so or check the box that marks the message read when the selection, the message you are reading, changes.

The **Single key reading using spacebar** option will allow you to select and scroll through your messages using only the spacebar. Each click on the spacebar will scroll through the message until it comes to the end. The next click will select the next message.

If you have any questions regarding this article, contact Samuel Mason of End Users System Support at 444-1548 or email at smason@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

Word 2000

Correcting Your Commonly Misspelled Words Automatically

If you consistently misspell the same word in the same way (some of us never learn), you should tell Word 2000 to fix the error automatically whenever it comes up. When checking spelling (by selecting **Tools | Spelling | Grammar**), instead of clicking the **Change** button when you encounter the misspelled word, select the correct word from the **Suggestions** box and press **AutoCorrect**. The next time Word encounters the word misspelled in that particular way, it will silently correct the word for you, and you may never even know you made a mistake.

If you accidentally select the incorrect word to replace you can remove this word from **AutoCorrect**. To do this, click on **Tools | AutoCorrect**. The **AutoCorrect** window will appear. Make sure you are on the **AutoCorrect** Tab. Towards the middle of the screen you will see the list of words that are auto corrected. Locate the one you wish to delete, highlight the selection, and click the delete button, close the window.

For more information concerning this article, contact Heidi Mann of End User Systems Support at 444-2791 Outlook or e-mail at hmann@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your Agency support staff or call the ISD Customer Support Center at 444-2000. Portions of this Microsoft Office Tip was made possible by Tip World at www.tipworld.com.

Word 2000

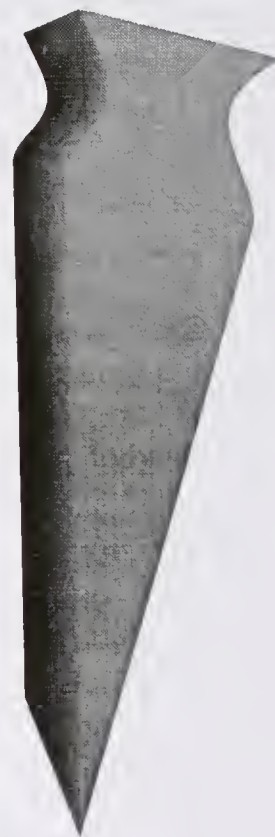
Using the Spike

A neat feature of Word 2000 is the ability to hold up to 12 items in the clipboard simultaneously. This vast storage space should be plenty for all your cut and paste needs, but if somehow you find that you want to cut or copy more than 12 items of text onto the clipboard at one time, there's another Word tool for you: It's called the Spike.

Fear not, the Spike is not dangerous! The Spike is merely a specialized clipboard that allows you to cut an unlimited amount of material to it. The catch is, though the Spike can hold as much text as you like, it will always paste everything that has been copied to it at one time, in the order that you copied it.

Here's how to do it:

To move an item to the Spike, select the text or graphic you want, and then press CTRL+F3.





You can repeat this step for each additional item you want to move to the Spike.

Click in the document where you want to insert the Spike's contents.

To insert the Spike's contents and empty the spike, press CTRL+SHIFT+F3.

If you intend to use the contents of the Spike multiple times you can insert with out emptying the Spike. To do so, click on **Autotext** on the **Insert** menu. In the **Enter Autotext entries here** box, click **Spike**, and then click **Insert**.

If you have any questions about this article please contact Theresa Hayter of End User Systems Support at 444-0751, or email at thayter@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agencies support staff, or call the ISD Customer Support Center at 444-2000.

Word 2000

Use Replace Command To Correct Sentence Spacing

With the advent of variable-character-spacing fonts, many people have abandoned typing the traditional two spaces after a period in favor of just a single space. Regardless of your preference, you've probably had to edit documents to conform to the convention you follow. Word's **Replace** command offers a handy way to convert two spaces to one, or vice versa, throughout a document.

Assume you need to convert each occurrence of two spaces after a period to one space. First, position the insertion point at the beginning of the document (Ctrl+Home). Next, choose **Edit | Replace** from the menu bar to open the Find And Replace dialog box. In the Find What text box, enter a period and two spaces. In the Replace With text box, enter a period and one space and click **Replace All**. Word scans the document and replaces each period-space-space combination with a period and a single space. When Word presents a message telling you how many replacements it made, click **OK** and then click **Close** to return to your document. If you find that you need to perform this type of replacement frequently, try recording the operation as a macro and assigning it to a toolbar button for easy access.

This article was adapted from Software School, Inc. If you have questions about this article please contact Carl Haller of End User System Support at 444-2072, Outlook, or email at challer@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agencies support staff, or call the ISD Customer Support Center at 444-2000.

Macros

Converting WordPerfect Macros to Microsoft Word, Visual Basic for Applications

Converting Alerts

Alerts are commonly used to communicate important information to the user, such as an error or a reminder. In WordPerfect for DOS, alerts were typically created using the {CHAR} command, which allows the macro to pause temporarily and display a message in the status prompt (or elsewhere on the screen, using additional screen-placement characters). Pressing a single key releases the pause, and the macro continues.

In WordPerfect for Windows, both the **MessageBox** command the **Prompt** command typically used to display an alert to the user. The message box temporarily pauses the macro; pressing **OK** or the **ENTER**

key closes the box, and restarts the macro. A **MessageBox** alert may look like the following:

`MessageBox (; "Title"; "This is an alert!")`

Similarly, the **MsgBox** statement in Visual Basic can be used to display an important message to the user. As with the **MessageBox** command in WordPerfect for Windows, **MsgBox** temporarily pauses the macro. Pressing **OK** or the **ENTER** key closes the box, and restarts the macro.

`MsgBox "This is an alert!"`

If you have any questions on this article please contact Jerry Kozak of End User Systems Support at 444-2907, Outlook or email at jkozak@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

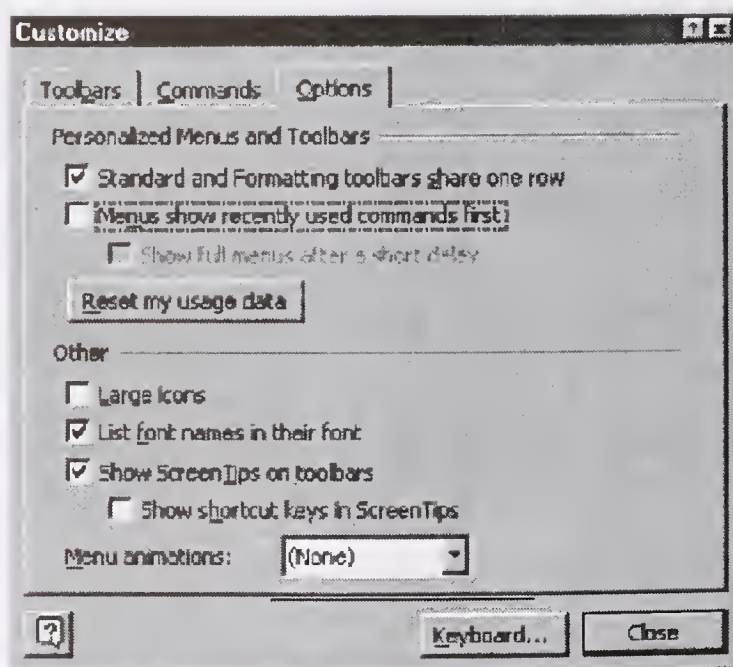
Office 2000

Show All The Commands On The Menus

"Huh? What's that? I know that command was on my menu yesterday! What happened to it?"

Have you noticed that the menus in all Microsoft Office 2000 programs don't always show all the included commands? The default setting is to only show the commands you've used most recently. To see all of them, you need to click the double arrows at the bottom of the menu.

If this bothers you, it's easy to show all the menu commands. Click **Tools | Customize | Options** tab. Clear the **Menus Show Recently Used Commands First** check box, and then click **Close**. Remember, this will affect **all** your Microsoft Office programs.



Portions of this article were obtained from TipWorld at www.tipworld.com. For more information about this article, contact Irvin Vavruska of End User Systems Support at 444-6870, Outlook email, or email at ivavruska@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

Computer Security Training for End Users

This is a two-hour seminar that covers the following:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of email and the Internet
- user responsibilities

This training is held the third Thursday of each month from 8:30-10:30am in room 13 of the Mitchell Building.

Date: Thursday, April 21, 1999

Time: 8:30-10:30 am

Location: Rm. 13, Mitchell Bldg.

For registration or more information, please contact Lois Lebahn (llebahn@state.mt.us) or Kim Ingwaldson (kingwaldson@state.mt.us) of ISD at 444-2700.



Special Class via METNET:

Computer Security Training for State Employees

This is a two-hour seminar that covers the following:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of e-mail and the Internet
- user responsibilities

Date: Thursday, May 18, 2000

Time: 8:30-10:30 am

Location: Bozeman, Butte, Great Falls, Helena, Kalispell, Missoula

For registration, more information, and specific location in these areas, please contact Lynne Pizzini (lpizzini@state.mt.us) of ISD at 444-4510.

Project Management Training

Universal Systems Development

** March class rescheduled for May

May 8-12, 2000

8:30 – 5:00

2550 Prospect, room A

Cost: \$775 (discount if 20 or more attend)

Major topics include:

- Information Systems Development strategies
- An Effective Strategy for Analysis and Design
- The Concept and Use of Objects
- Analyzing and Modeling a Problem Domain
- Testing, Validating and Packaging the Analysis Results
- System Design
- Client/Server Development
- Object Oriented Development
- Interface Design
- Process Architecture

This 5-day class has been extremely well received by State of Montana attendees.

Project Management for Information Systems

** April class rescheduled for June

June 19 – 21, 2000

8:30 – 5:00

2550 Prospect, room A

Cost: \$700 (discount if 20 or more attend)

Features of the class:

- Our facilitators bring real-world experience to every workshop
- You will be led, not lectured, through a hands-on case study
- As a team, you will work through scenarios providing an experimental environment where you can take risks and make adjustments based on your results before taking on big projects
- You will learn concepts and techniques applicable to any project, tool, or IT methodology
- You will learn information consistent with the Project Management Institute's Project Management Body of Knowledge (PMBOK)

You will discover how to:

- Develop a project plan from formulation to implementation, and learn how to successfully present it to management
- Use different Systems Development Life Cycles (SDLC)
- Build a Work Breakdown Structure (WBS)
- Use a Network Diagram to display a Project Evaluation and Review Technique (PERT) chart
- Use the Critical Path Method (CPM) in the Network Diagram to ensure the correct project duration
- Estimate and schedule IT project tasks
- Apply resources to a project plan
- Explore different personality types and learn how they affect project management

More detailed course information is available on the ISD website at: <http://www.state.mt.us/isd/current/training/index.htm> To register, email Lois Lebahn of Information Services via Outlook or at llebahn@state.mt.us. For other questions, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook or email at wwheeler@state.mt.us.



Training Calendar

Non Credit Workshops

Schedule assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 406-444-6821. All classes are held at the Ray Bjork Campus, 1600 8th Avenue, Helena.

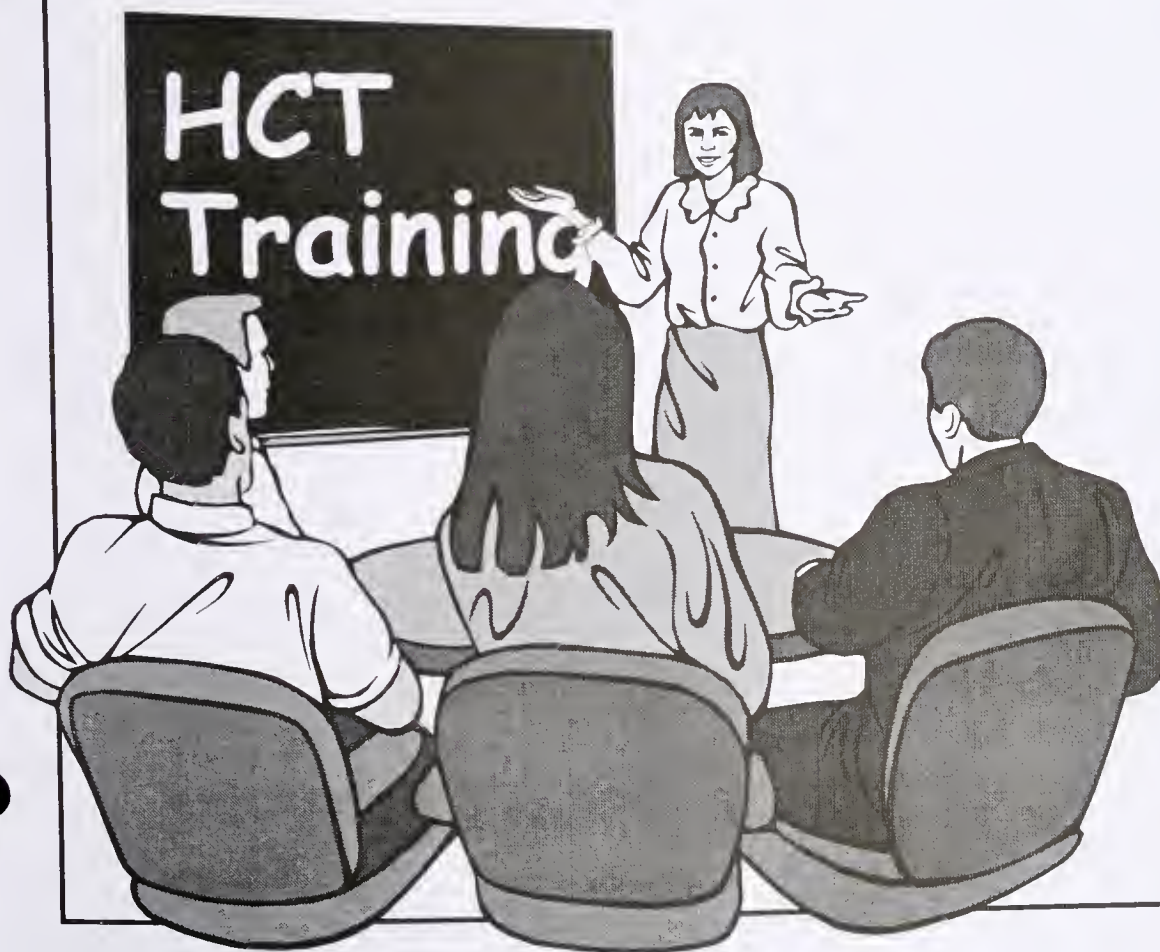
The Helena College of Technology will make reasonable accommodations for any disability that may interfere with a person's ability to participate in training. Persons needing an accommodation must notify the college no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6821.

To enroll in a class, you must send or deadhead a **State Training Enrollment Application** to

*State Training Center, HCT
Helena, MT 59601*

If you have questions about enrollment, please visit our web site at www.hct.umontana.edu, call 444-6821 or email to 'Helena College of UM'.

Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class. *HCT is also willing to schedule specific classes by request for state agencies.*



	Prerequisites	Dates	Cost	Hours
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Data Base Classes

Intro to Oracle	Windows 95/98	TBA	200.00	14
Discoverer 3.0	Windows 95/98	TBA	100.00	7
SQL/PL-SQL	Intro to Oracle	Apr 4-6	300.00	21
Oracle Developer 2000 & SQL/PL-SQL	Intro to Oracle	TBA	**400.00	28
Oracle Designer SQL/PL-SQL recom	Oracle Dev;	July 10 - 21 am	**500.00 + book	35
Access 97	Windows 95/98	Apr 26-27 Jun 27-28	200.00	14

Data Network/Mainframe Classes

NetWare 5		May 15-26 am	544.95 inc. book	35
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Microcomputer Classes

Visual Basic 6.0 <u>NEW</u>	Windows 95/98	May 15 - 26 am	500.00 + book	35
Windows 98	N/A	May 9	100.00	7
Outlook 98	Windows 95/98	Apr 25 am May 2 am Jun 8 am	FREE	3
Adv. Outlook 98	Outlook 98	May 4 am	43.00	3
Intro to Word 97	Windows 95/98	Apr 13 May 1 Jun 6	100.00	7
Intermediate Word 97	Intro to Word 97	Apr 17 May 3 Jun 13	100.00	7

	Prerequisites	Dates	Cost	Hours
Macros for Word 97 (VBA)	Interm Word 97	Apr 19-20	200.00	14
Creating Forms in Word 97	Interm Word 97	Apr 27 am	50.00	3.5
Intro to Excel 97	Windows 95/98	Apr 4 Apr 11 May 10 Jun 7	100.00	7
Intermediate Excel 97	Intro to Excel 97	Apr 25 May 23 Jun 14	100.00	7
Advanced Excel 97	Interm. Excel 97	Apr 13 am	50.00	3.5
Graphing in Excel 97	Interm. Excel 97	Apr 6 am	50.00	3.5
Internet	Windows 95/98	Apr 26 am	50.00	3.5
Building Web Pages (FrontPage 2000)	Internet	May 2-3	200.00	14
PowerPoint	Windows 95/98	May 16-17	200.00	14
Microsoft Project 98	Windows 95/98	TBA	200.00	14

SABHRS (MTPRRIME) Classes

	Dates	Cost	Hours
PS Query/Crystal Reports	Apr 11-12 Apr 18-19 May 31 – Jun 1	200.00	14
Document Direct	Apr 28 am	29.00	2
SABHRS Reports For Accounting & Payroll Technicians (PS Query, Doc Direct, Doc Analyzer, pivot tables and etc.)	Apr 14 am May 2 pm Jun 7 am	50.00	3.5
SABHRS Reports For Managers & Budget/Accounting Analysts (PS Query, Doc Direct, Doc Analyzer, pivot tables and etc.)	Apr 6 am May 2 am Jun 7 pm	50.00	3.5

	Dates	Cost	Hours
More SABHRS Classes for MANAGERS			
SABHRS Overview for Managers & Fiscal Officers	Apr 12 am Apr 17 am May 3 am Jun 13 am Jun 27 am	50.00	3.5
SABHRS: Accessing Information for Revenue, Expenditure, and Budget Analysis	Apr 17 pm Apr 20 am May 5 am Jun 14 am Jun 28 am	50.00	3.5
Financial Modules			
GL1: Basic Journal Entries	Apr 11 May 4 Jun 8	100.00	7
GL3: General Ledger Budget Management	Apr 19 May 17	100.00	7
Accounts Payable	Apr 3 Jun 15 May 9 Jun 29	100.00	7
Accounts Receivable	Apr 24 May 23	100.00	7
Asset Management	May 11 Jun 6	100.00	7
Purchasing	Apr 26 May 18	100.00	7
Human Resource Modules			
Time & Labor	Apr 5 May 10 Jun 22	100.00	7
Managing Position & Employee Data	Apr 13 May 16 Jun 21	100.00	7
Training Administration	Apr 21 am	50.00	3.5
Applicant Hiring Process	Apr 27 am	29.00	2

Prerequisites may be met with consent of Instructor.

*High Estimate - Cost may vary depending on travel expenses & # of students

**The Outlook 98, Oracle Designer and Oracle Developer class fees are recovered through the monthly data network rate and paid for by ISD.

State Training Enrollment Application

Complete IN FULL and return AT LEAST ONE WEEK prior to the first day of class.

Course Data

Course Request _____

Date Offered _____

Student Data

Name _____

Soc. Sec. Number (for P/P/P) _____

Agency & Division _____

Mailing Address _____

Phone _____

How have you met the required prerequisites for this course? Explain, giving the class(s) taken, tutorial completed, and/or experience.

Billing Information/Authorization Mandatory

LogonID _____ Agency# _____ Authorized Signature _____

If attending Oracle Developer or Designer training, your application must also be approved by the agency IT Manager.

IT Manager _____

Training is needed for

- ☐ Agency Oracle Developer
- ☐ Continuing education opportunity (Agency will be billed for training.)
- ☐ Agency contractor (Agency will be billed for training.)

Full class fee will be billed to registrant unless cancellation is made three business days before the start date of the class.

DeadHead completed form to

State Training Center, Helena College of Technology of the U of M
Phone 444-6800 FAX 444-6892

Editor's Notes



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This newsletter is dedicated to educating and informing with pertinent State technology news. Alternative accessible formats provided upon request to persons with disabilities.

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- ISD Box #, Deadhead or Mail
- www.state.mt.us/isd/current/news/index.htm
- ISD's Value Added Server/guest/N&V

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<http://www.state.mt.us/isd/current/news>

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6127

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